

Consultant 96

4 August 2012

Dear Sirs,

I know I have missed the submission date but we have been told by the BOA to submit our concerns about the BUPA Osteopathic network anyway as you are looking for more osteopathic experiences.

As soon as I was invited to join the network there was a rumour that the fee was being fixed at £40 for a first consultation and £30 for 5 subsequent follow ups.

I rang BUPA to ask if this was the case. I was categorically told that this was not the case and a fee had not been set. I informed the girl I spoke to that if the fee had been set at this level I wouldn't be joining and I did not want to have the enhanced CRB at a cost to myself if I wouldn't join due to the fee. I explained that I run a large Multi-disciplinary complementary practice which has many services and I work in an expensive area where property prices and rents are high.

She reassured me that there was no set fee.

I filled out the paperwork concerned about other aspects including the audit that they required to be completed - not just of their patients but of our whole practice, which is information that I don't see why they should have access to.

So I completed the enhanced CRB and filled out an onerous form which didn't seem to take in to account the fact that the GOsC regulates Osteopaths by law and as a member I am fully qualified and practice in accordance to the practice standards set out by the governing body.

I was emailed by BUPA to call them a couple of weeks after my application went in and asked to call them. I did that and the lady I spoke to said that the fee had been fixed as mentioned above (exactly the figure I had asked about in my initial conversation with them) and that as my fee was higher would I be prepared to charge the lower fee as I would not be excepted on to the network if I didn't.

I said I would not except - whereupon she threatened me by saying that I would not be able to join the scheme later and that other osteopaths in my area had accepted.

That was a lie as we now know that we can join later and all the Osteopaths in my postcode work with me and all of them had previously turned down the fee (I was the last to be contacted).

I agree with the case that the BOA is proposing and I see no point in repeating the information that they have sent to you.

The information above is a personal experience of the process and I think that whether BUPA are acting within the law is for someone else to decide but they have behaved in a reprehensible fashion for a company that leads the PHI sector.